Mr. Thomas Chandler, Chief of FCC Disability Rights Office,

I want to raise a strong concern about FCC's decision to
cut the budget for Video Relay Services (VRS). I use it everyday for
business/personal calls. It is a wonderful technology which allows
me to make any telephone calls to anyone in the country.
This technology really minimizes the difficulties of using
the telephone.

Most of the times when I use text-based relay calls, I get
hung up because of the strong lag time. My conversation time frame
generally goes from 7 to 15 minutes on a single telephone call.
Lot of people mistook relay services as a telemarketing.

When I use VRS, my conversation time frame reduces drastically from
7 to 15 minutes into .5 to 1.5 minutes. It is a tremenously
improvement from text-based relay into VRS.

If you want to ask why it is quite time-efficient for me to use VRS
instead of text-based relay?

The answers lies below:

1) American Sign Language (ASL), my native language is being used.
2) My facial expression is correctly interpreted.
3) The interpreters in VRS can interpret my signing/tones/facial
expressions into a proper english (vocal) translations to the
receipents.
4) Text-based relay cannot interpret my signing/tones/facial
expressions because they CANNOT see me what I am saying. It
minimizes my freedom of capability to bring my interpretation/
expressions out from me.

I also learned that FCC compares VRS with Video Relay Interpreter
system, VRI. I have to admit, I never use VRI because it is really
taking huge toll of my time. I have to schedule an APPOINTMENT
with a specific sign language interpreter to make a call. The time
frame will take me from 1 to 2 weeks to make a pizza hut order
through telephone call.

Can you imagine that? 1 to 2 weeks to make a telephone call
for a pizza hut delivery? I would be extremely starved by then!

VRS allows me to make the calls instantly, on that minute!

With your, FCC's budget cut, it minimizes my abilities to use
telephone calls. It reduces the availaibilities of interpreters,
time, research & development for future improvements, etc.

I really don't want to see VRS technology cease to exist. It will
be extremely difficult for me to go back to text-based relay
telephone calls.

Please consider this seriously, and find a way to reclaim
the projected budget plan for VRS.

Thank you very much.

-Sean Gerlis
Software Engineer
Kyocera Mita America, Inc.
New Jersey Resident